

# 2021 Police Satisfaction Survey

## City of Durham, North Carolina



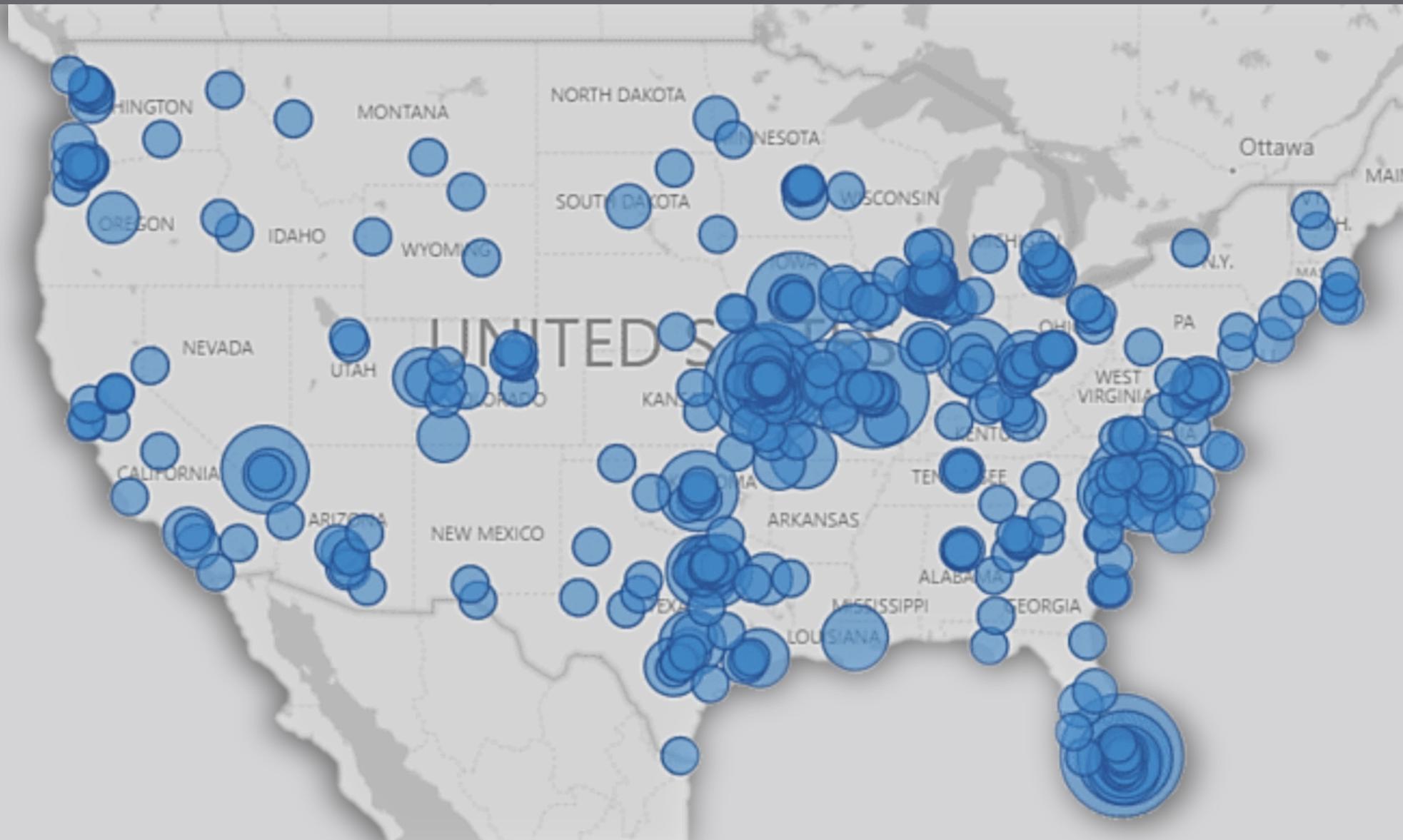
PRESENTED BY

**ETC**  
INSTITUTE

FEBRUARY 2022

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# Agenda

Purpose and Methodology

Bottom Line Upfront

Major Findings

Summary

Questions



# Purpose

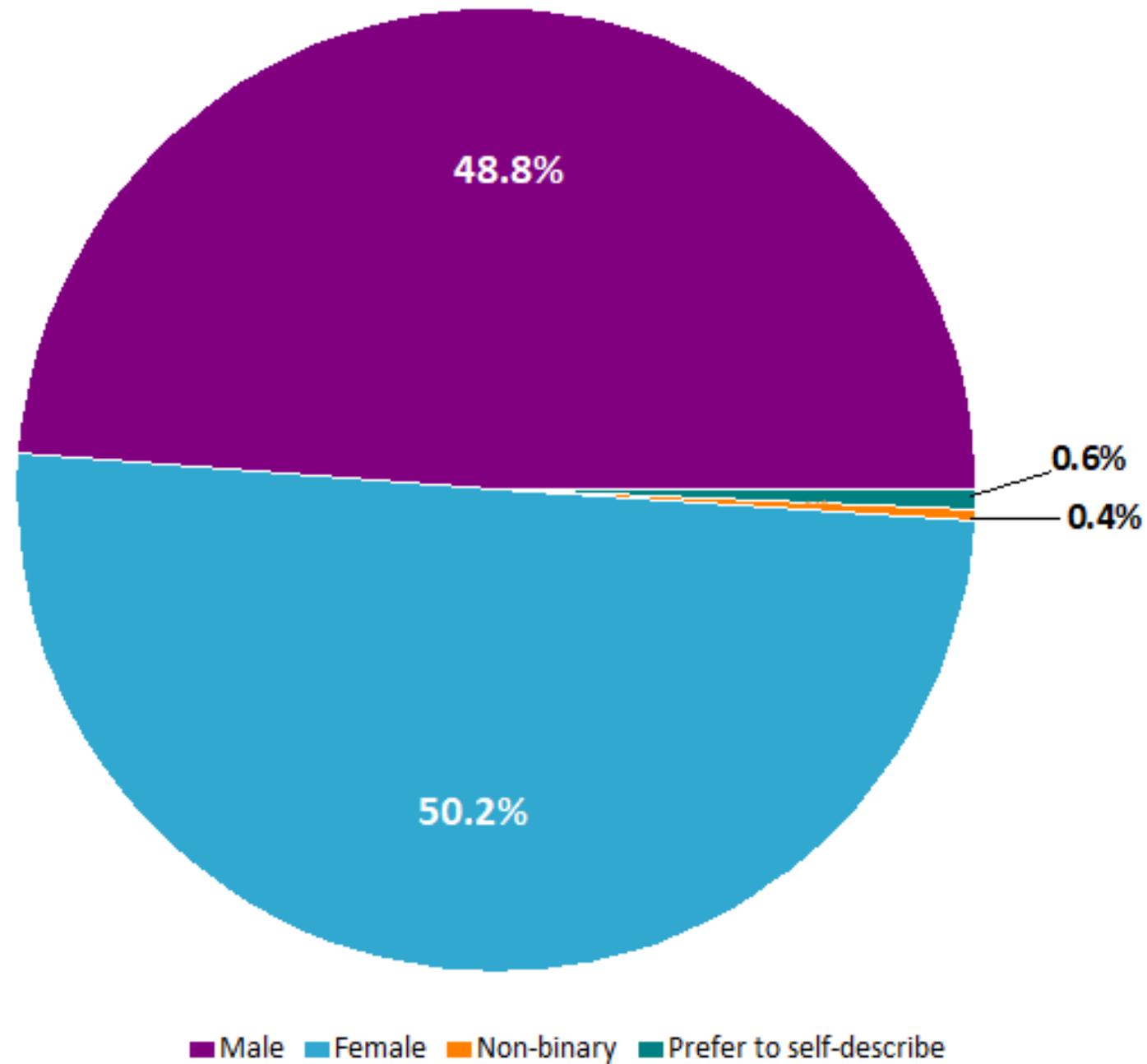
- To objectively assess resident satisfaction with the delivery of police services
- To help determine priorities for the Durham Police Department
- To measure trends from previous surveys

# Methodology

- **Survey Description**
  - Five-page survey; included many of the same questions as previous survey
  - 5<sup>th</sup> Police Satisfaction Survey conducted for the City of Durham
- **Method of Administration**
  - By mail and online to randomly selected sample of City residents
- **Sample Size**
  - 512 completed surveys
  - Margin of error: +/- 4.2% at the 95% level of confidence

## Q35. Demographics: What is your gender?

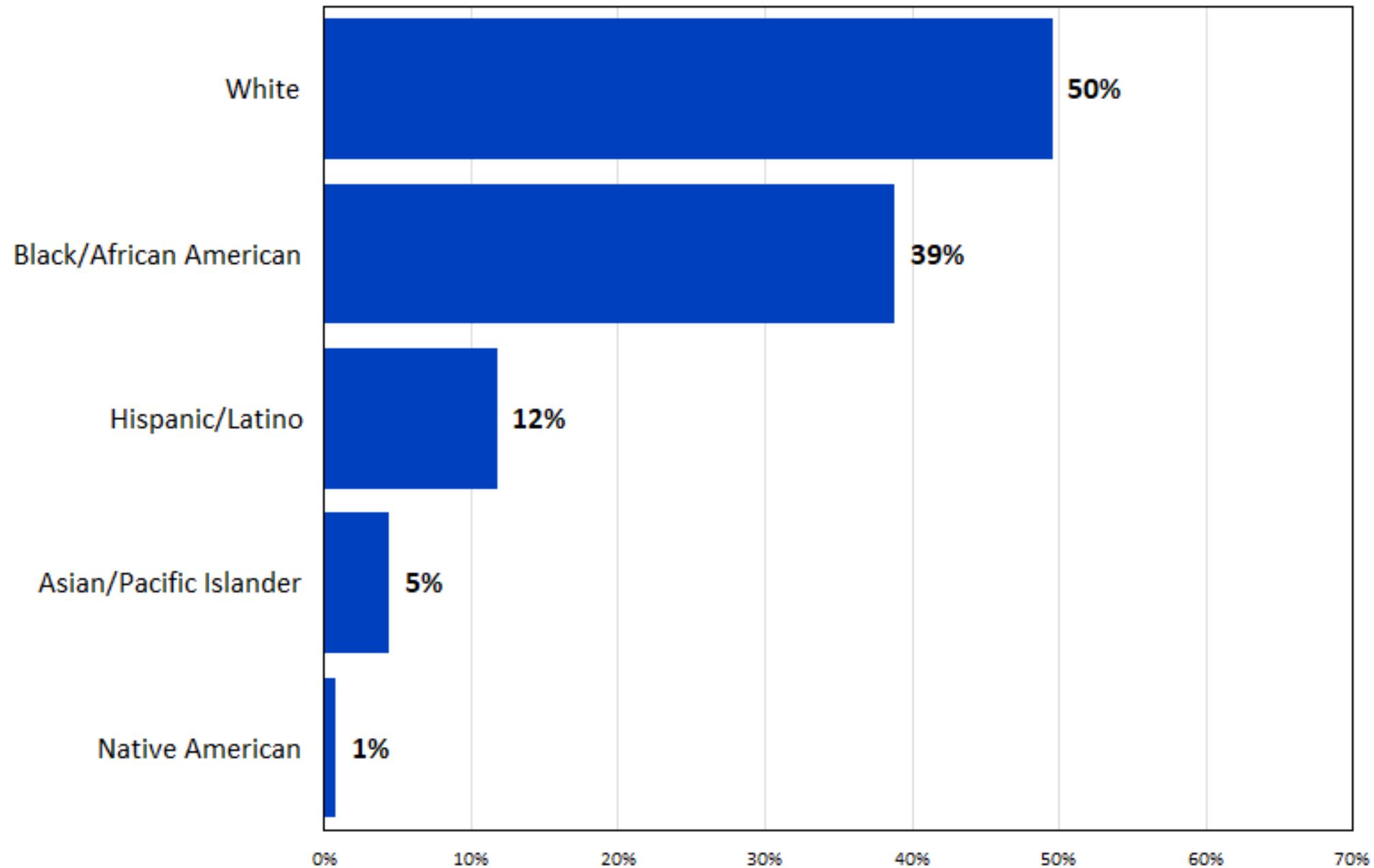
by percentage of respondents (without "not provided")



Good Representation by Gender

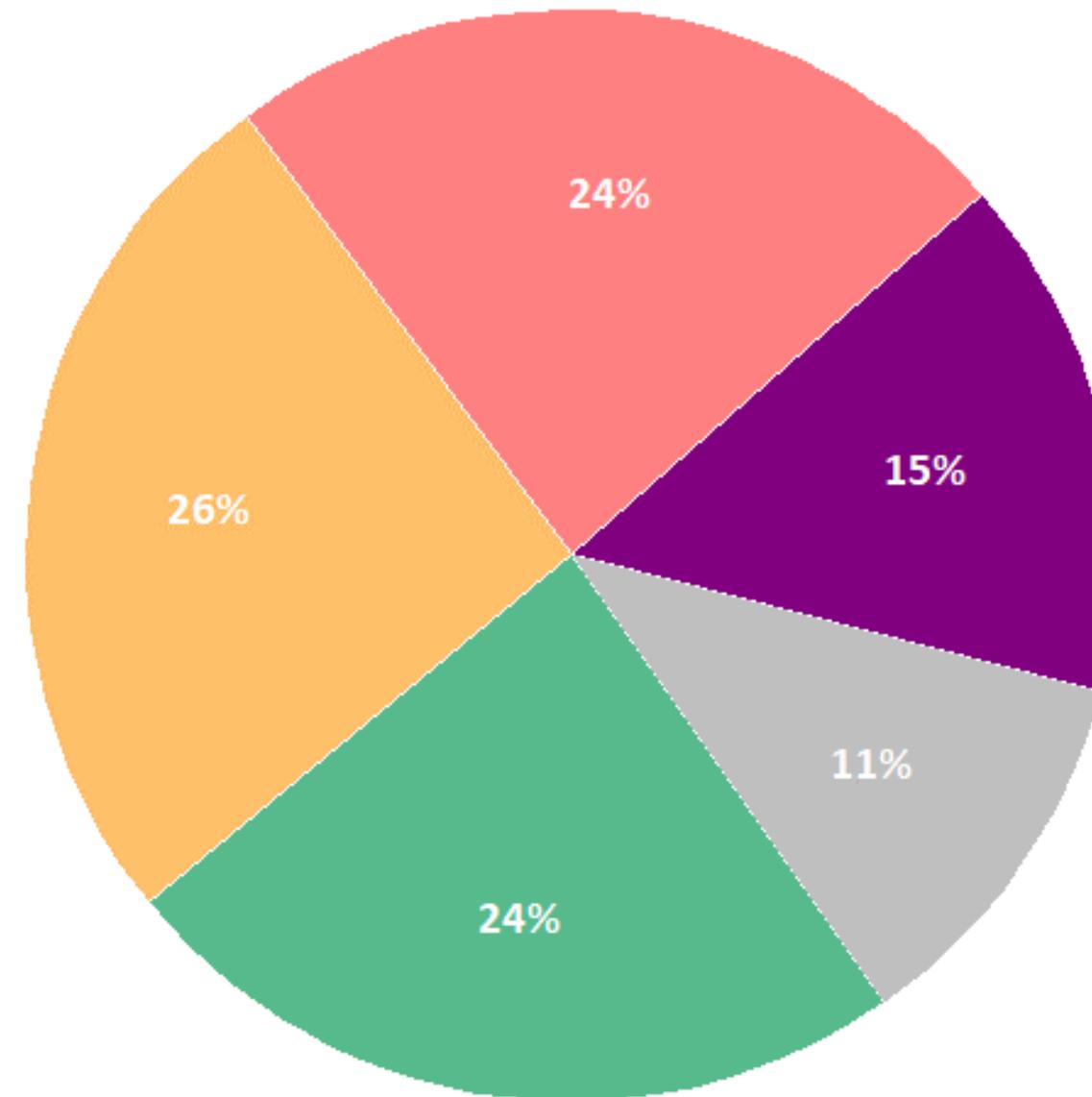
## Q36. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple choices could be selected)



## Q38. Demographics: Would you say your total annual household income is...

by percentage of respondents



■ Under \$30K ■ \$30K to \$59,999 ■ \$60K to \$99,999 ■ \$100K+ ■ Not provided

Good Representation by Household Income

# Bottom Line Up Front

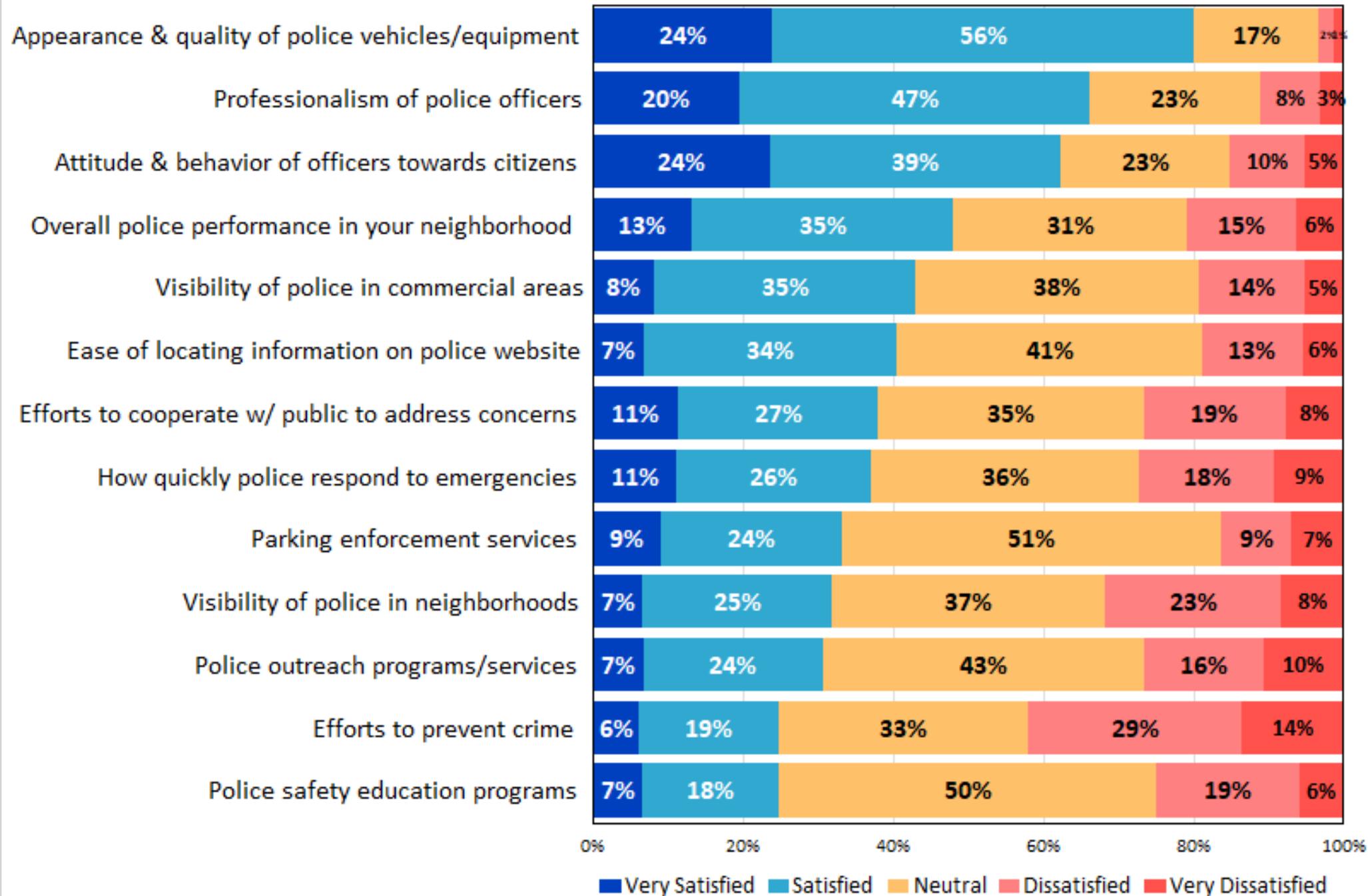
- **Most Respondents Respect, Trust, and Have Confidence in DPD Police Officers**
  - **Top Priorities for Police Services**
    - **Efforts to Prevent Crime**
    - **Visibility of Police in Neighborhoods**
    - **How Quickly Police Respond to Emergencies**
  - **Top Community Priorities**
    - **DPD Treating Residents of Different Races/Ethnicities Equally**
    - **Minimizing Violent Crime**
- 
- An aerial photograph of a city street, likely in a downtown area. The street is lined with multi-story brick buildings. There are trees with autumn-colored leaves (yellows and oranges) scattered throughout the scene. A few cars are visible on the street. The sky is overcast.

# Topic #1

## Satisfaction with Police Services

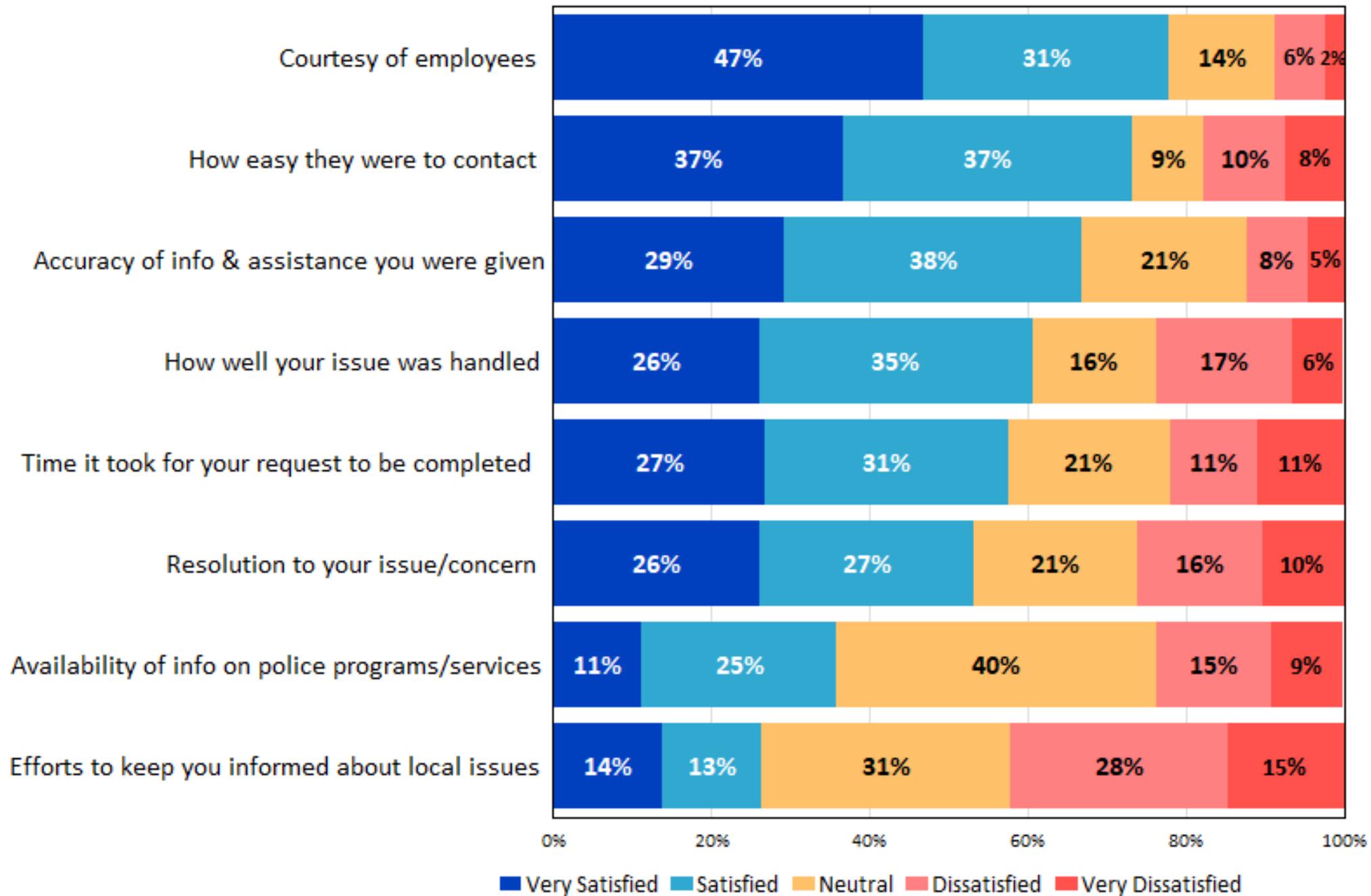
## Q1. Satisfaction with Major Categories of Police Services

by percentage of respondents who rated item on a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "don't know")



## Q5a. Satisfaction with Interactions with PD Employees

by percentage of respondents who contacted the DPD in the past year and rated item on a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied" (without "don't know")

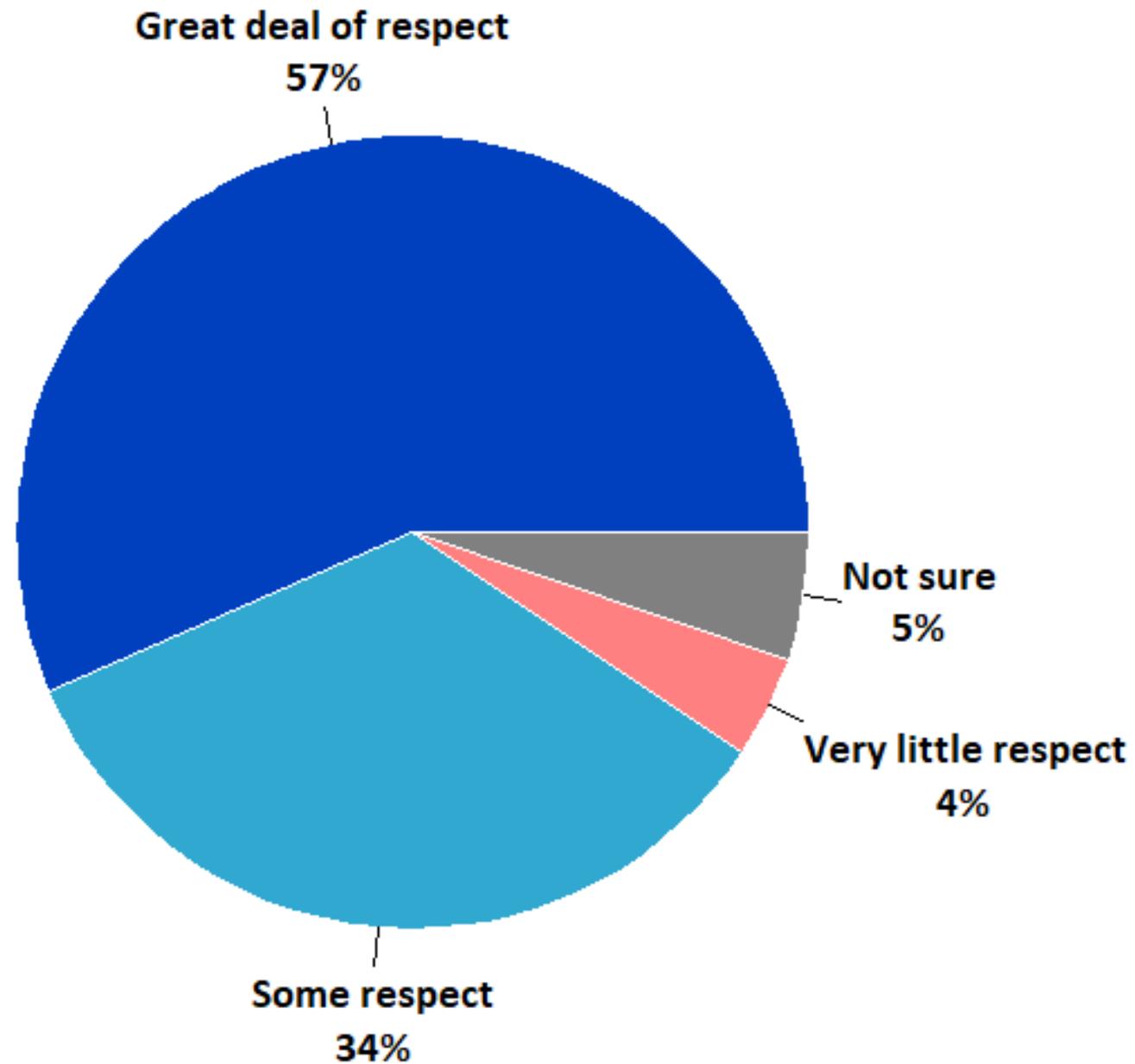


## Topic #2

**Most Respondents Respect, Trust and Have  
Confidence of Police Officers**

## Q15. Overall, how much respect do you have for Durham Police Department police officers?

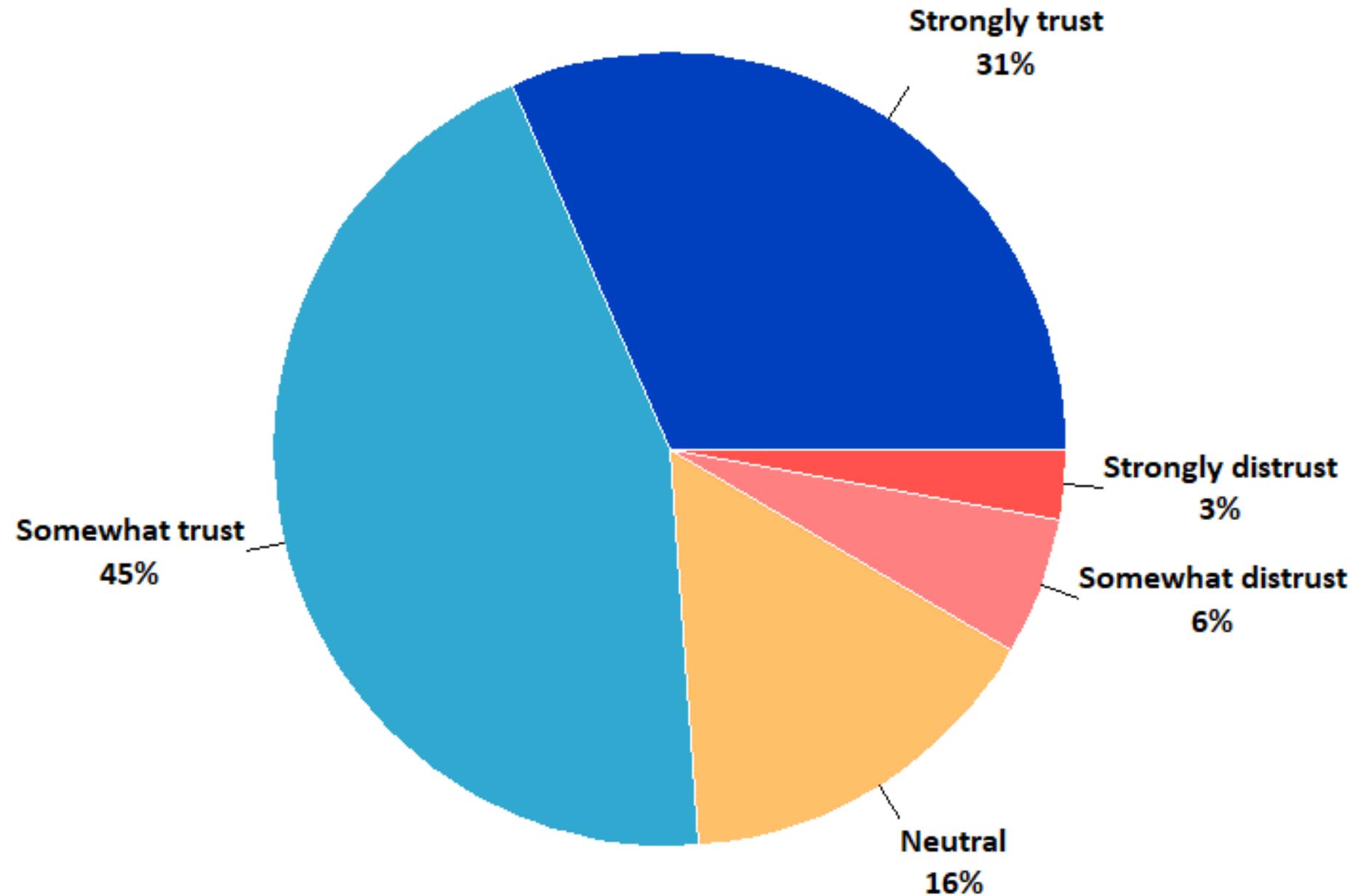
by percentage of respondents (without "not provided")



Most Respondents Respect DPD Police Officers

## Q16. Overall, how much do you trust Durham Police Department police officers?

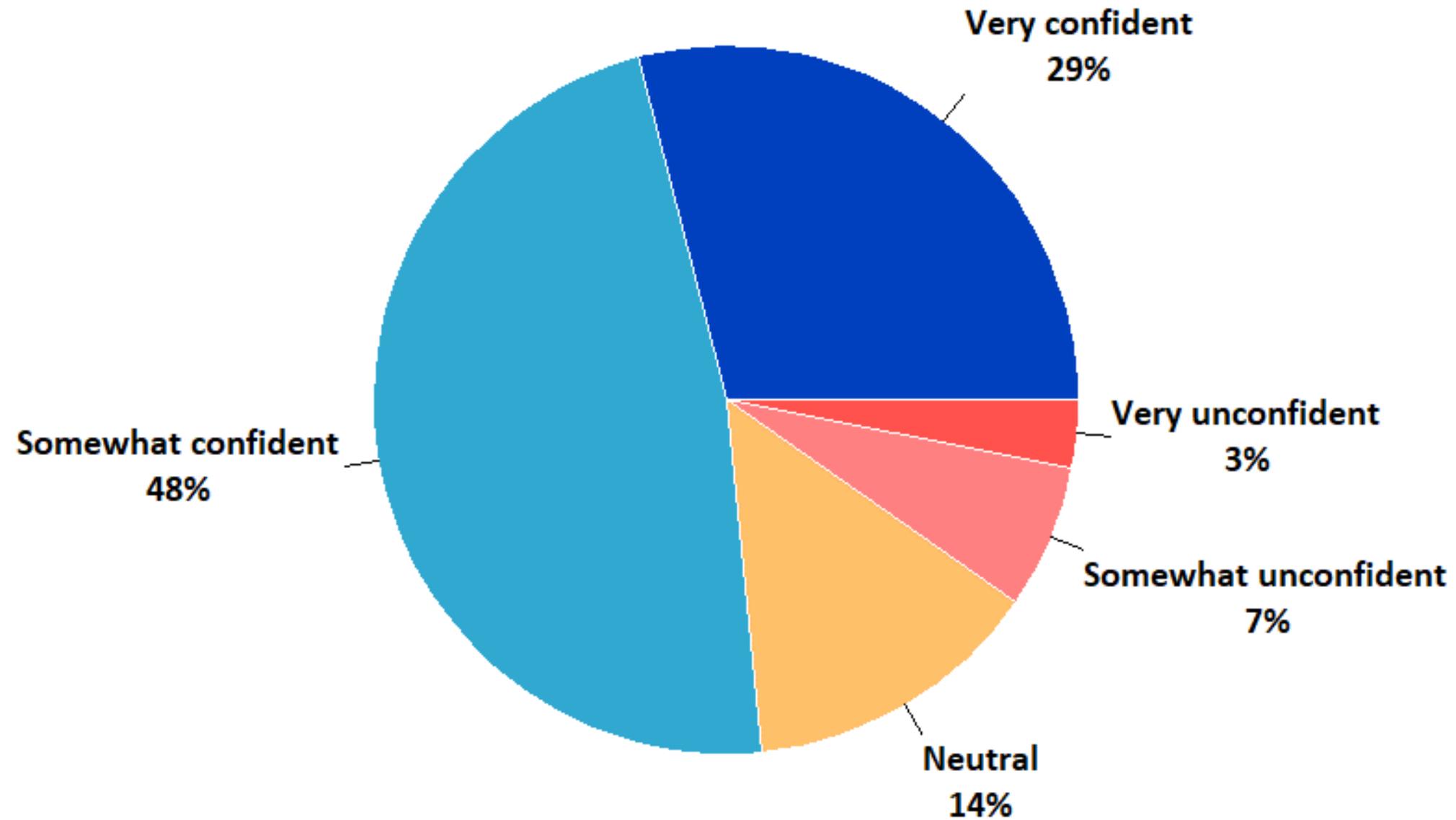
by percentage of respondents (without "not provided")



Most Respondents Trust DPD Police Officers

## Q17. Overall, how much confidence do you have in Durham police officers?

by percentage of respondents (without "not provided")



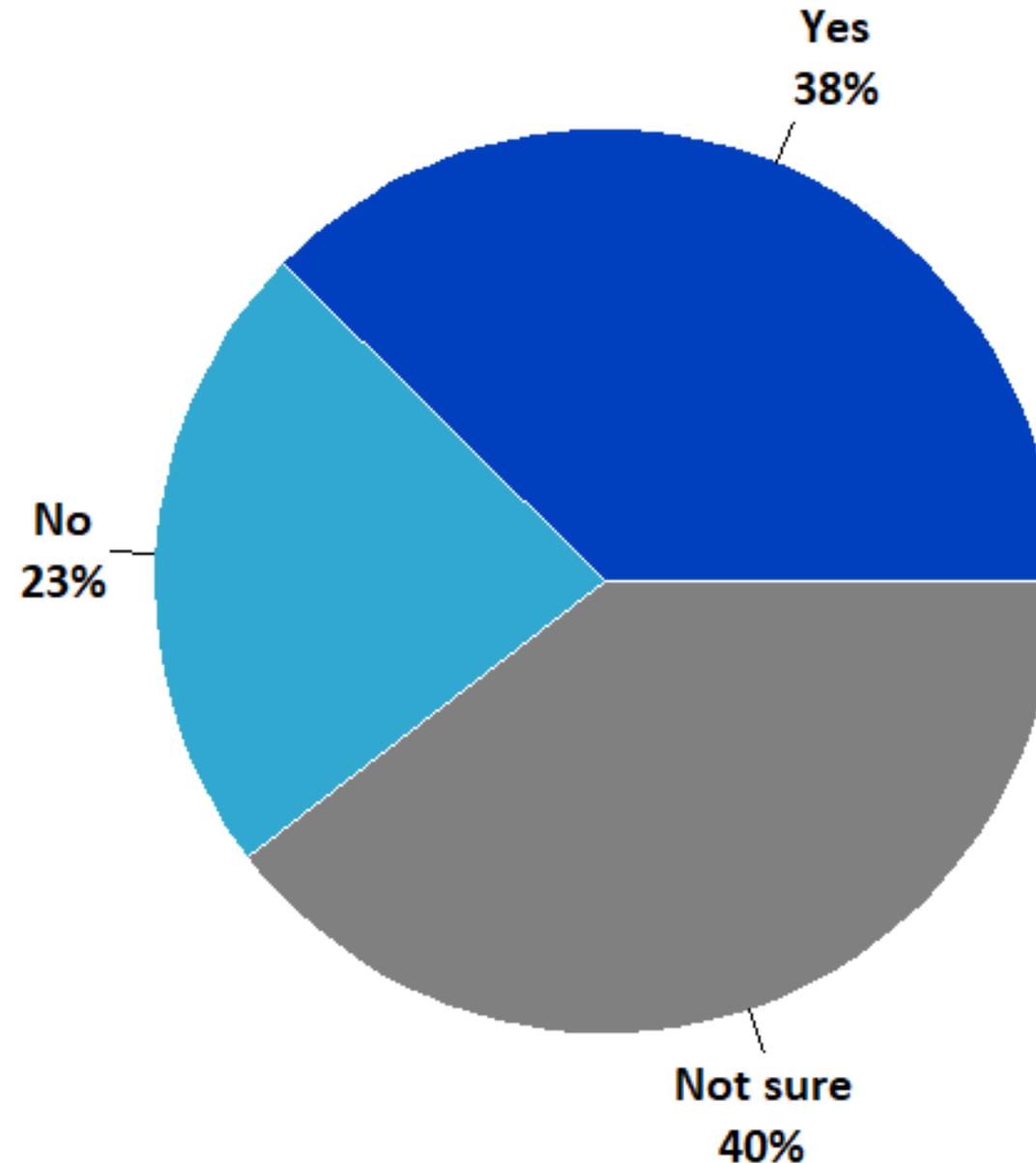
Most Respondents Have Confidence in DPD Police Officers

# Topic #3

## Race Relations

**Q7. In general, do you think Durham Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes?**

by percentage of respondents (without "not provided")



**% YES:**

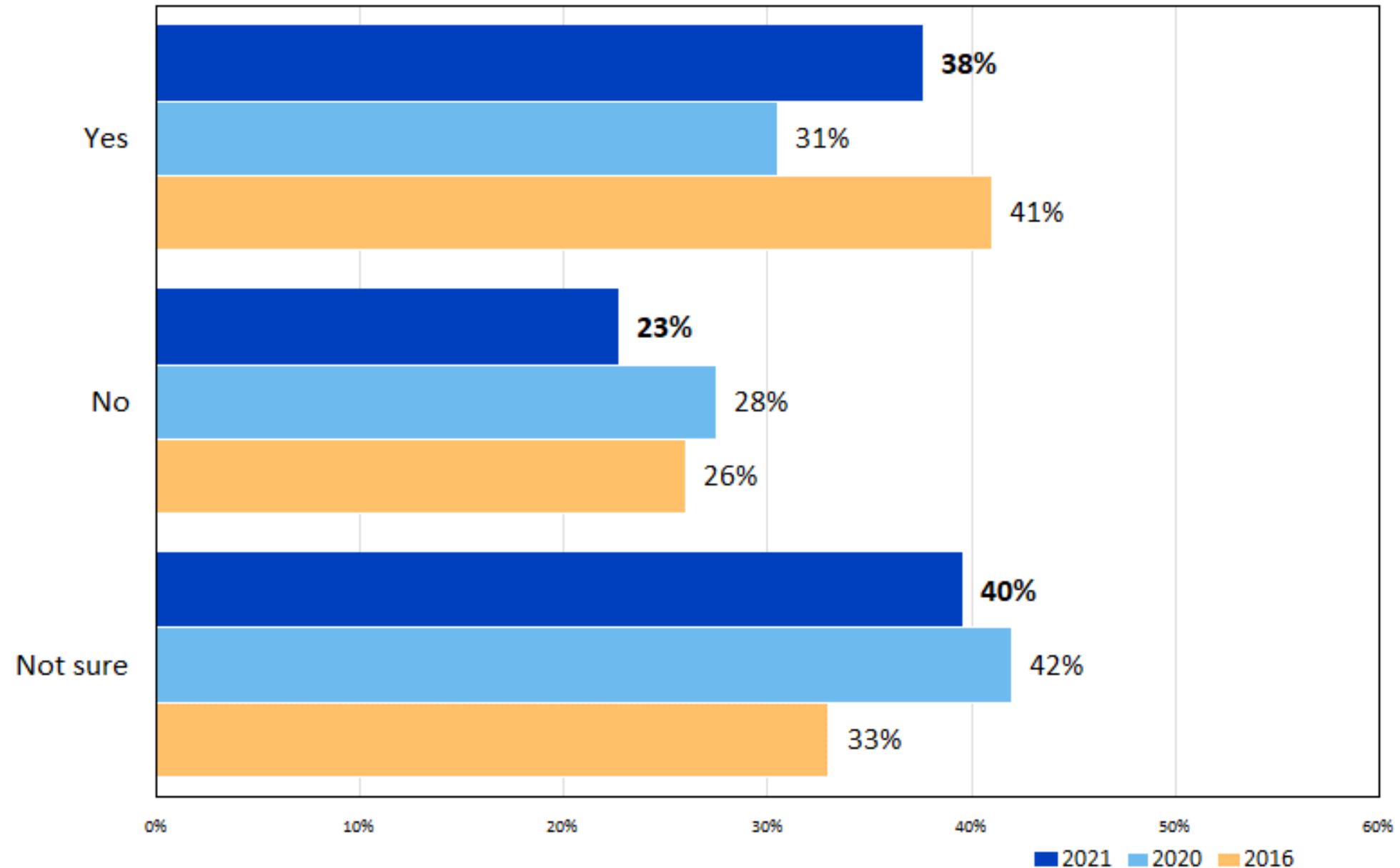
Black/African American = 58%

Hispanic/Latino = 25%

White = 25%

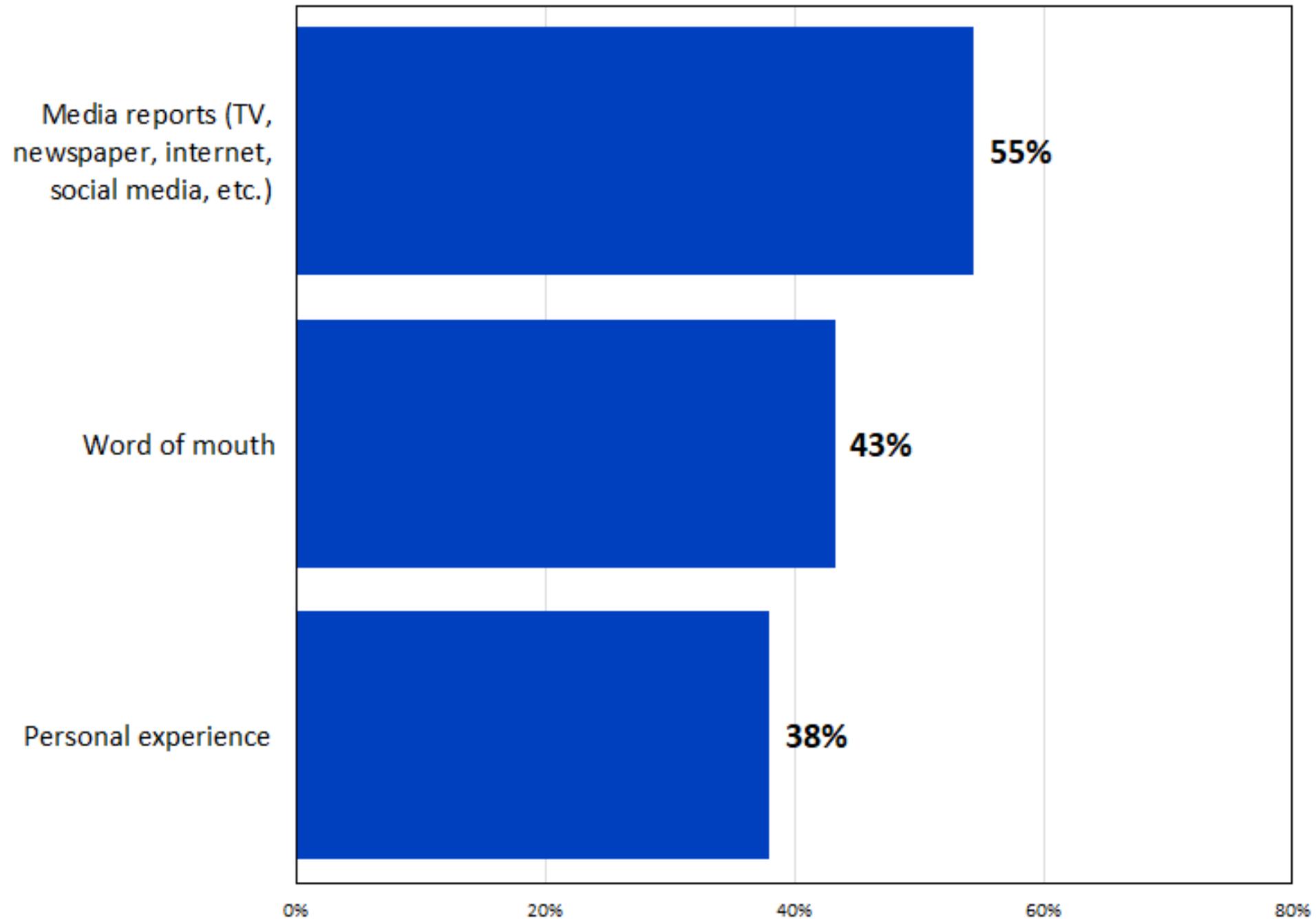
### Q7. Trends: In general, do you think Durham Police Department police officers stop people of certain racial or ethnic groups because they believe that these groups are more likely than other groups to commit certain types of crimes?

by percentage of respondents (without "not provided")



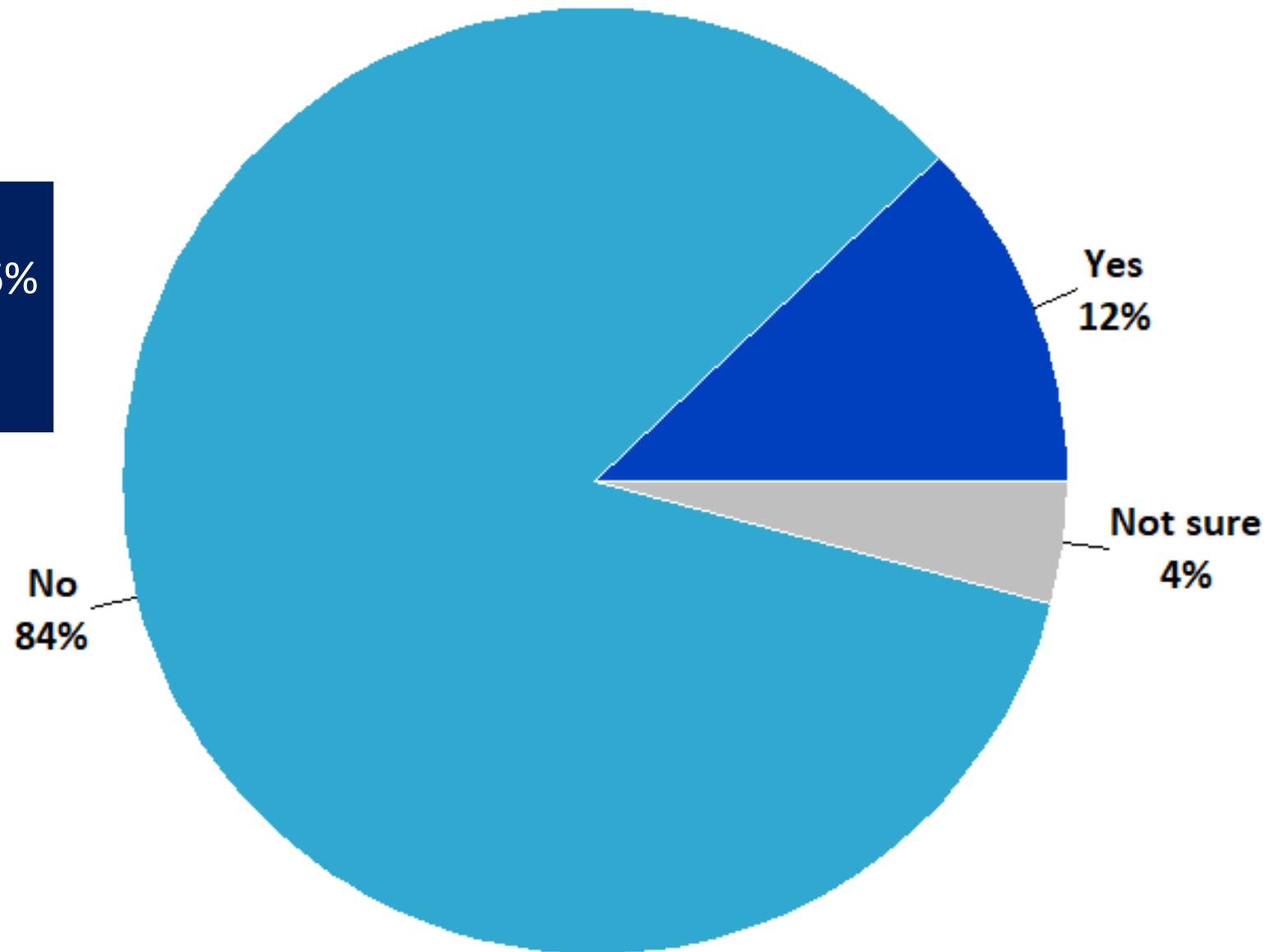
## Q7a. What is the reason for your view?

by percentage of respondents who answered "yes" to Q7 (multiple choices could be selected)



**Q8. Has there ever been a specific instance when you felt discriminated against by Durham Police Department police officers because of your race or ethnic background?**

by percentage of respondents



**% YES:**

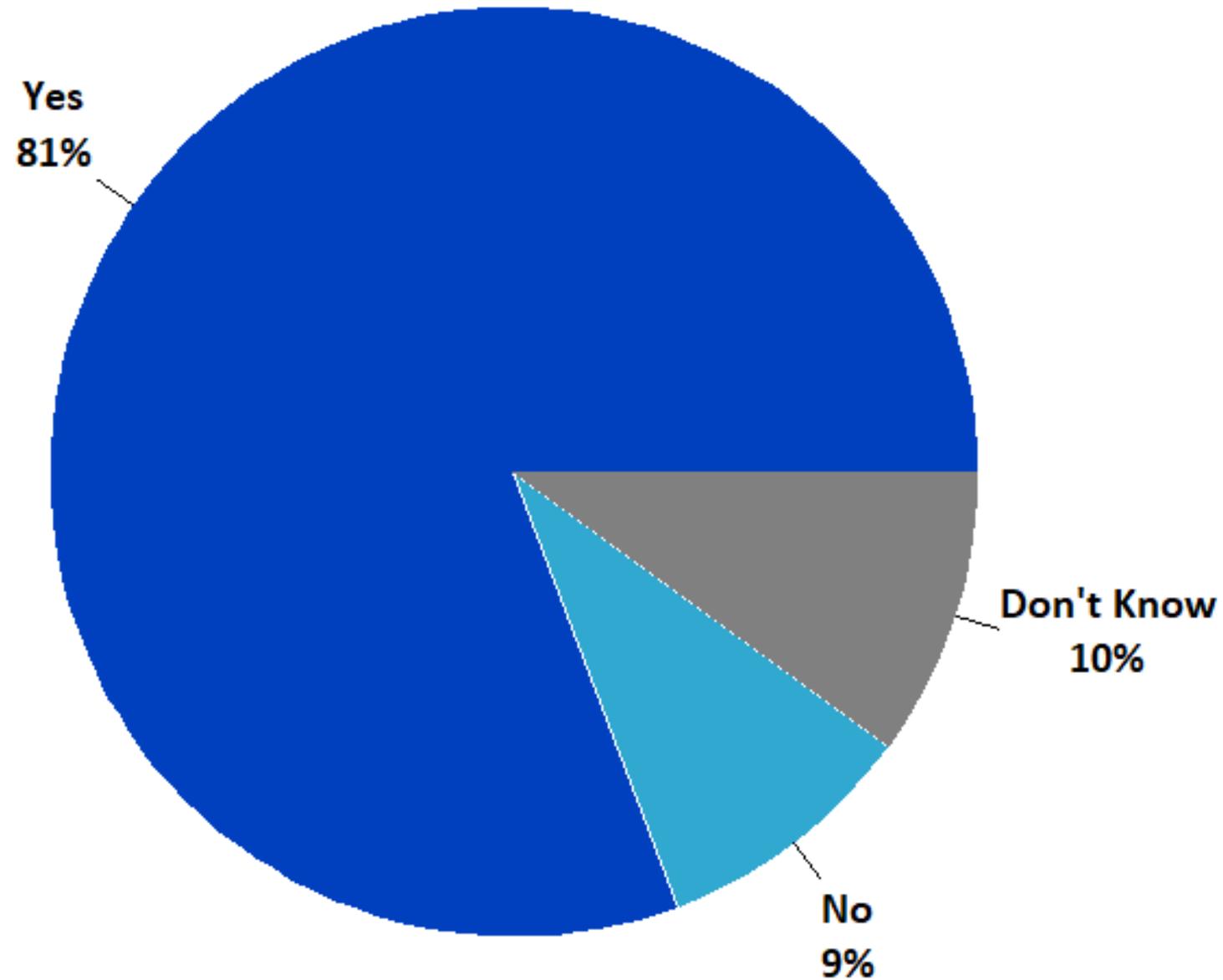
Black/African American = 26%

Hispanic/Latino = 9%

White = 2%

# Q19. Do you think it is important for the makeup of the Durham Police Department to reflect the community in terms of race/ethnicity?

by percentage of respondents



## % YES:

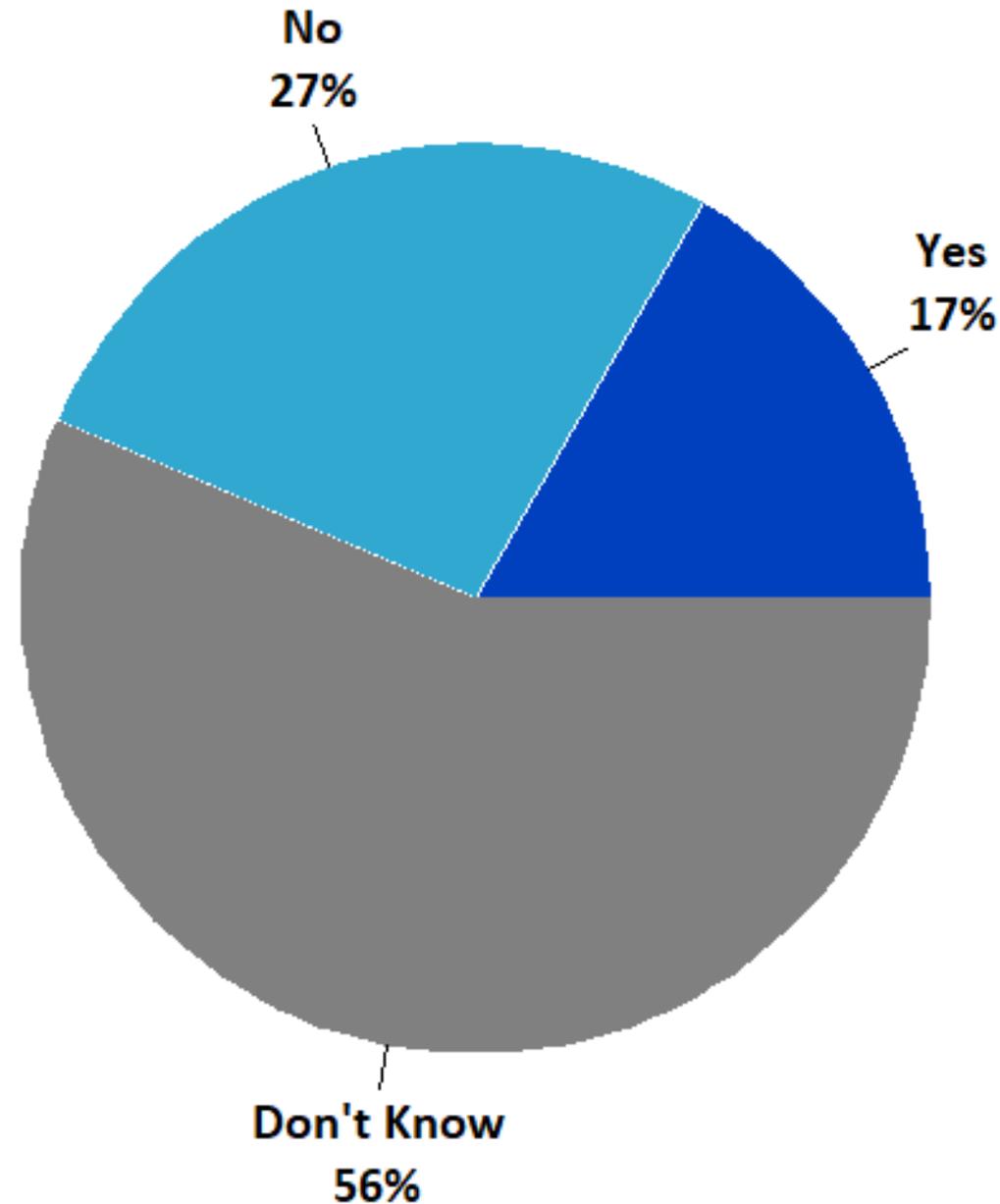
Black/African American = 89%

Hispanic/Latino = 76%

White = 73%

## Q20. Do you think the Durham Police Department currently reflects the community in terms of race/ethnicity?

by percentage of respondents



### Black/African American:

Yes=15%, No=44%, DK=41%

### Hispanic/Latino:

Yes=18%, No=18%, DK=63%

### White:

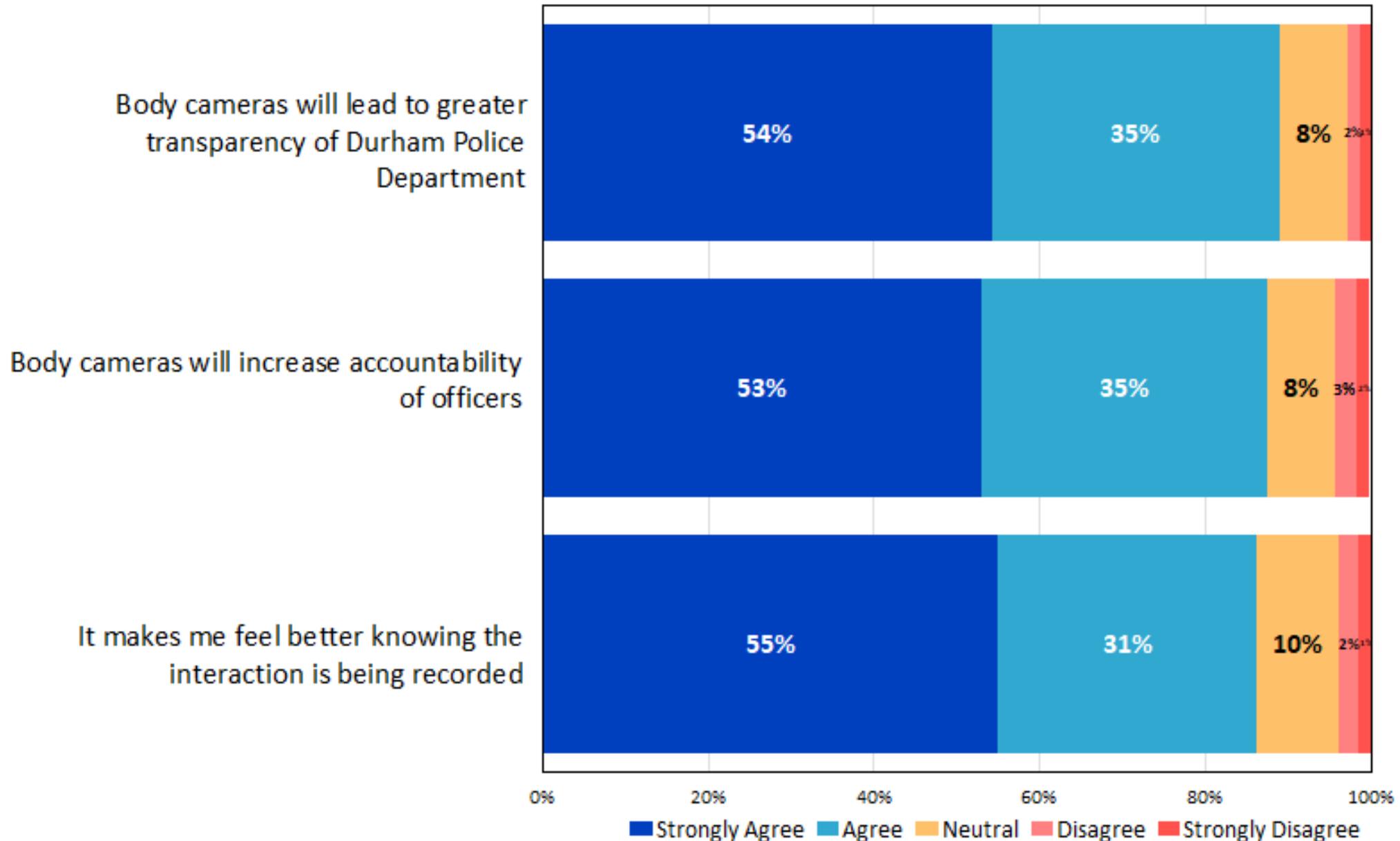
Yes=15%, No=17%, DK=67%

## Topic #4

# Respondents Support Body Cameras and Video Surveillance

## Q11. Level of Agreement with Statements Regarding the DPD Wearing Body Cameras to Record Interactions between Officers and the Public

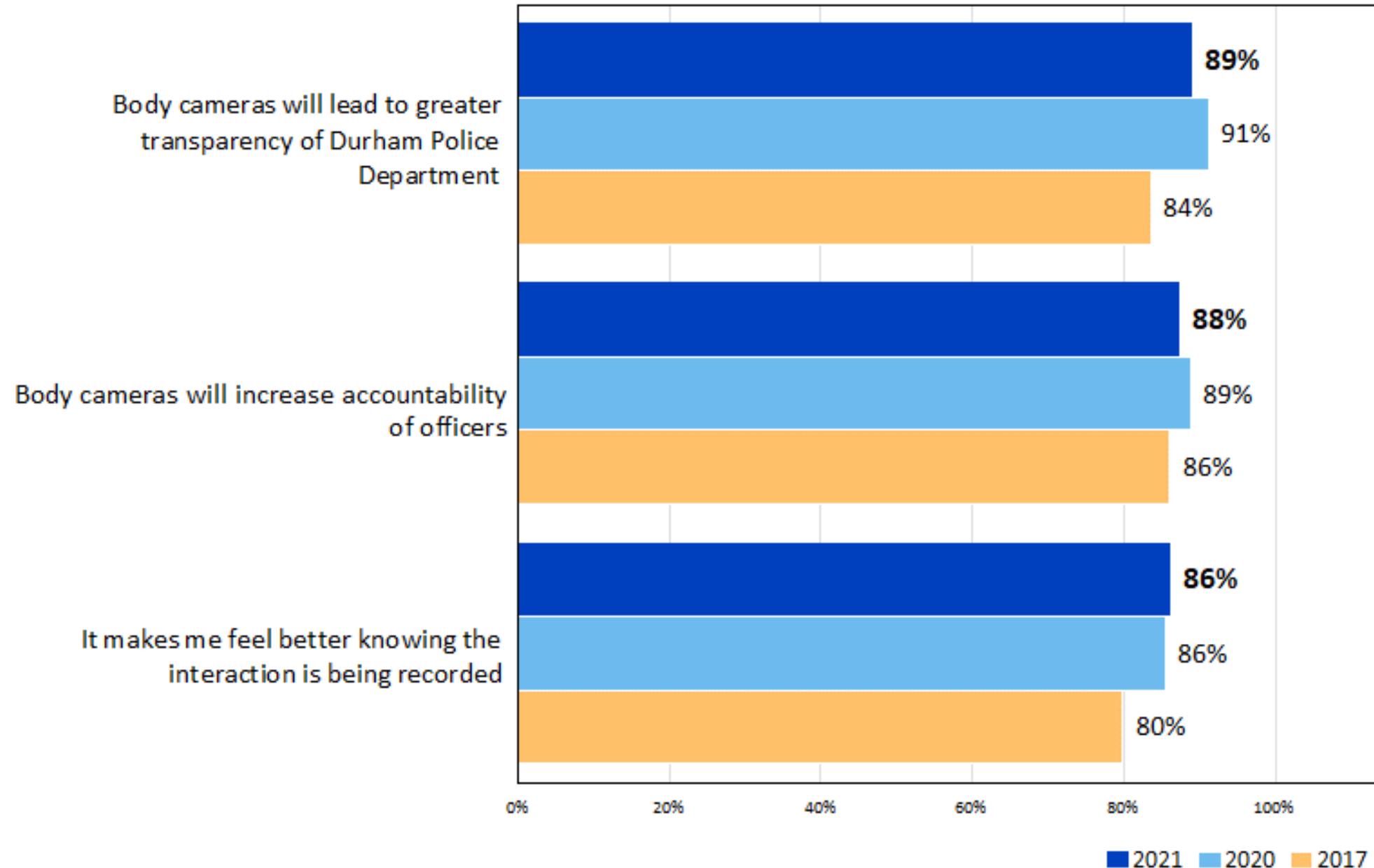
by percentage of respondents who rated item on a 5-point scale, where 5 means "strongly agree" and 1 means "strongly disagree" (without "don't know")



Most Respondents Support DPD Wearing Body Cameras

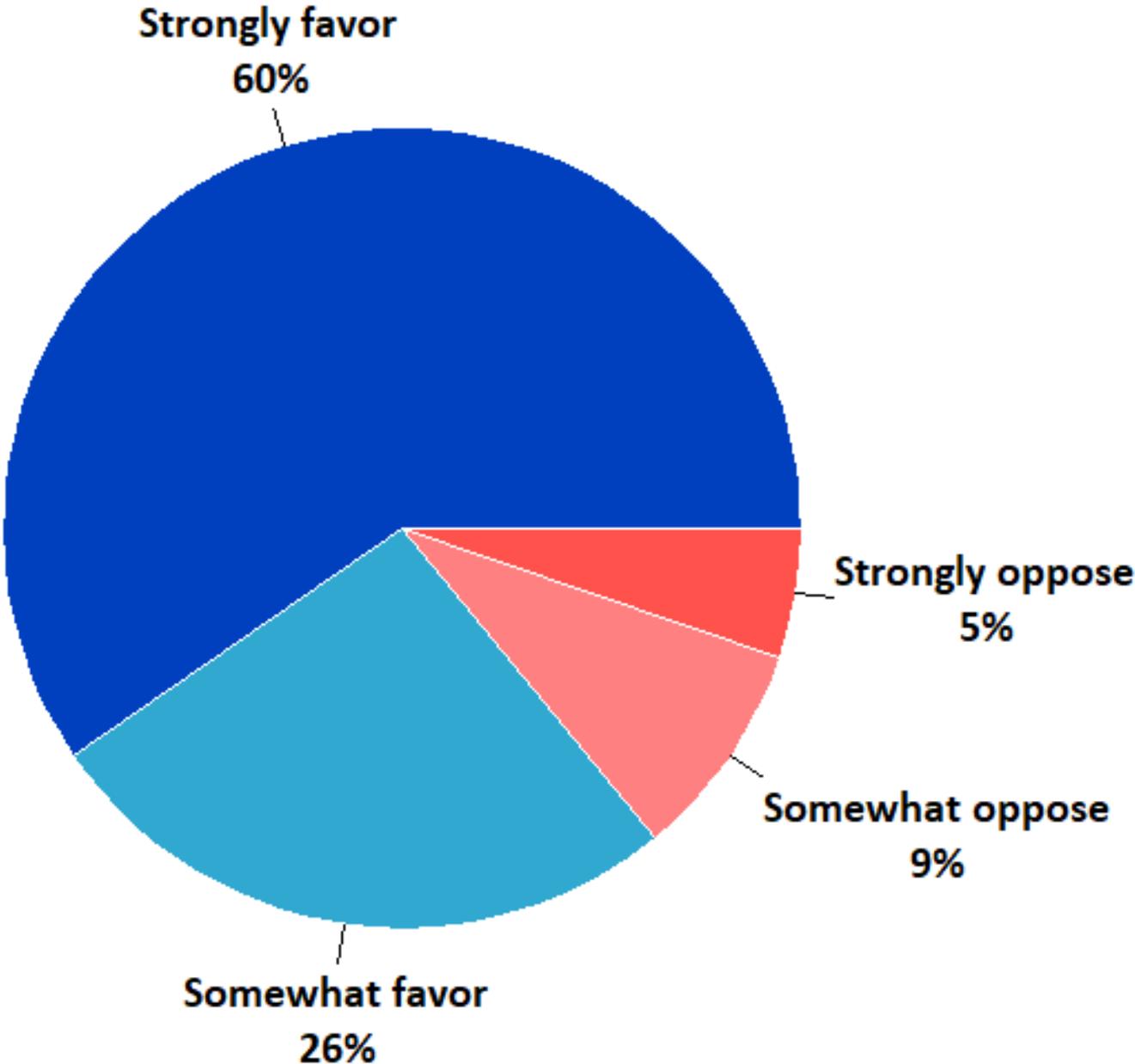
## Q11. Trends: Level of Agreement with Statements Regarding the DPD Wearing Body Cameras to Record Interactions between Officers and the Public

by percentage of respondents who rated item on a 5-point scale, where 5 means "strongly agree" and 4 means "somewhat agree" (without "don't know")



# Q12. Do you favor or oppose the City of Durham having 24/7 video surveillance of public places (sidewalks, parks, downtown, etc.)?

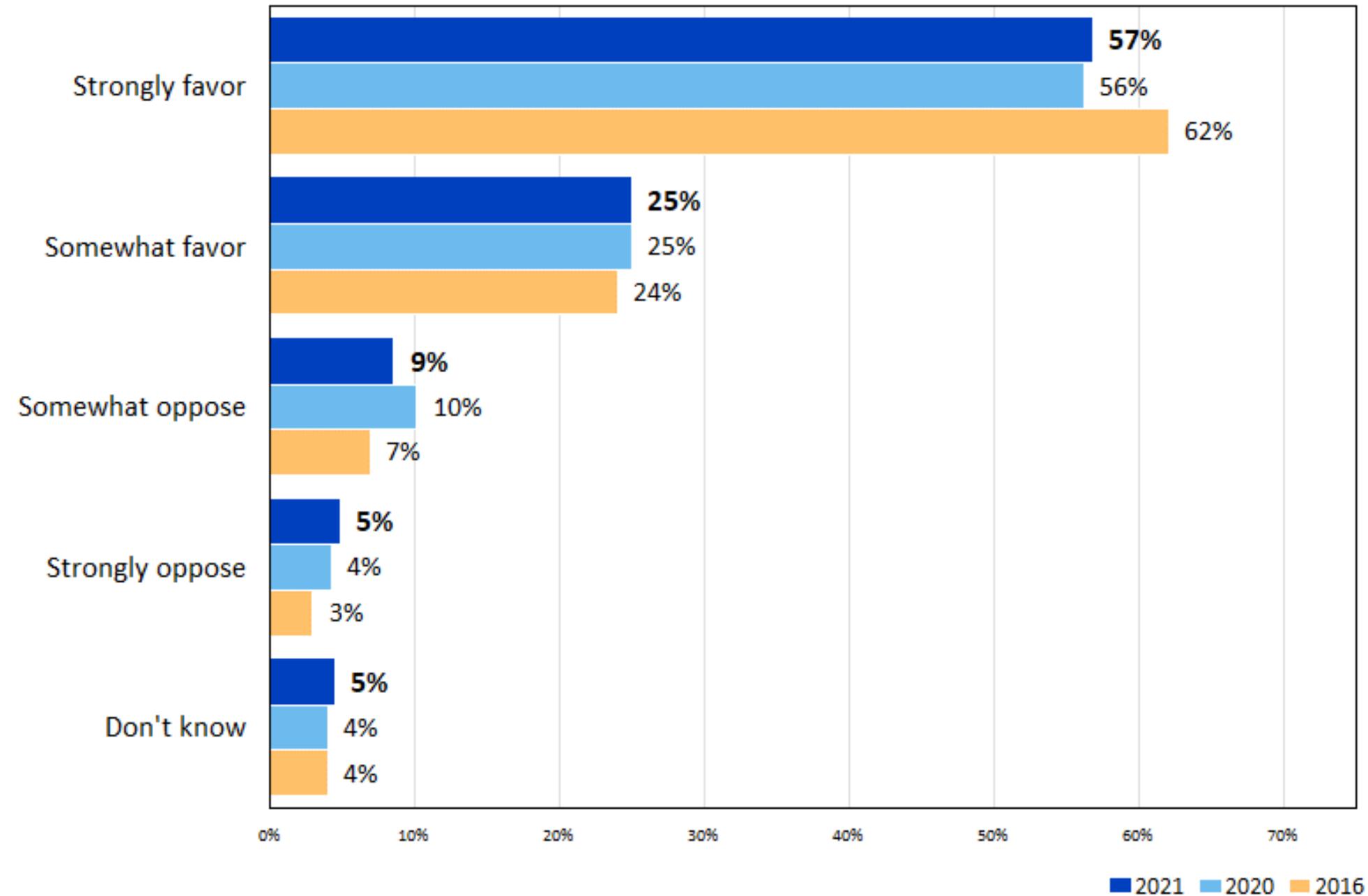
by percentage of respondents (without "not provided")



Most Respondents Favor Having Video Surveillance in Public Places

## Q12. Trends: Do you favor or oppose the City of Durham having 24/7 video surveillance of public places (sidewalks, parks, downtown, etc.)?

by percentage of respondents



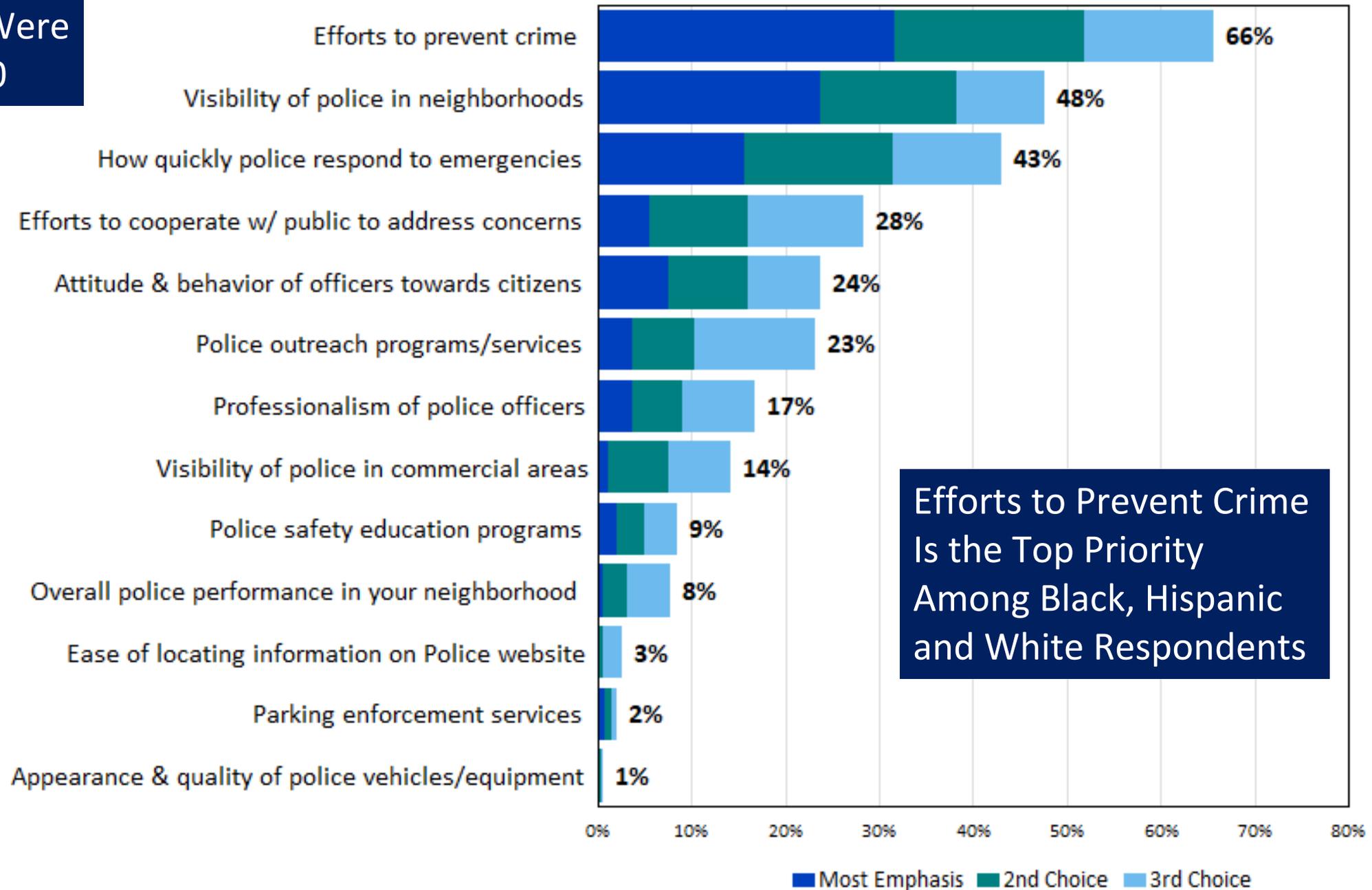
# Topic #5

## Top Priorities

## Q2. Major Categories of Police Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the items as one of their top three choices

Top 4 Priorities Were the Same in 2020



Efforts to Prevent Crime Is the Top Priority Among Black, Hispanic and White Respondents

The Top 3 Priorities Are the Same Among Respondents of All Race/Ethnicities

# 2021 Importance-Satisfaction Rating Durham, North Carolina Police Survey Major Categories of Police Services

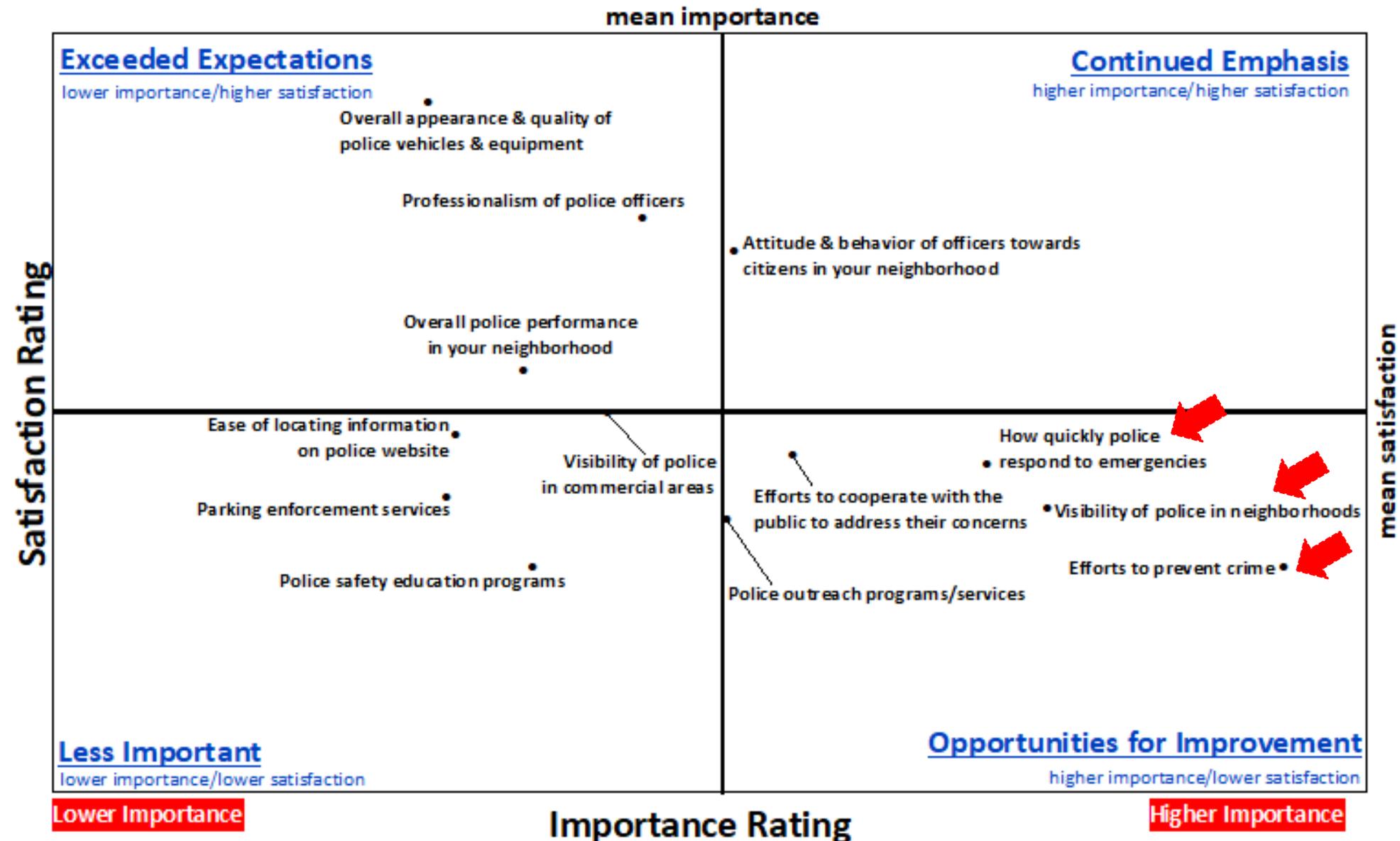
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt;.20)</b>						
Efforts to prevent crime	66%	1	25%	12	0.4927	1
Visibility of police in neighborhoods	48%	2	32%	10	0.3253	2
How quickly police respond to emergencies	43%	3	37%	8	0.2711	3
<b>High Priority (IS .10-.20)</b>						
Efforts to cooperate with the public to address concerns	28%	4	38%	7	0.1752	4
Police outreach programs/services	23%	6	31%	11	0.1610	5
<b>Medium Priority (IS &lt;.10)</b>						
Attitude & behavior of officers towards citizens in your neighborhood	24%	5	62%	3	0.0897	6
Visibility of police in commercial areas	14%	8	43%	5	0.0808	7
Police safety education programs	9%	9	25%	13	0.0639	8
Professionalism of police officers	17%	7	66%	2	0.0566	9
Overall police performance in your neighborhood	8%	10	48%	4	0.0405	10
Ease of locating information on police website	3%	11	41%	6	0.0154	11
Parking enforcement services	2%	12	33%	9	0.0134	12
Overall appearance & quality of police vehicles & equipment	1%	13	80%	1	0.0012	13



Overall Priorities ←

# 2021 City of Durham DirectionFinder Importance-Satisfaction Assessment Matrix Major Categories of Police Services

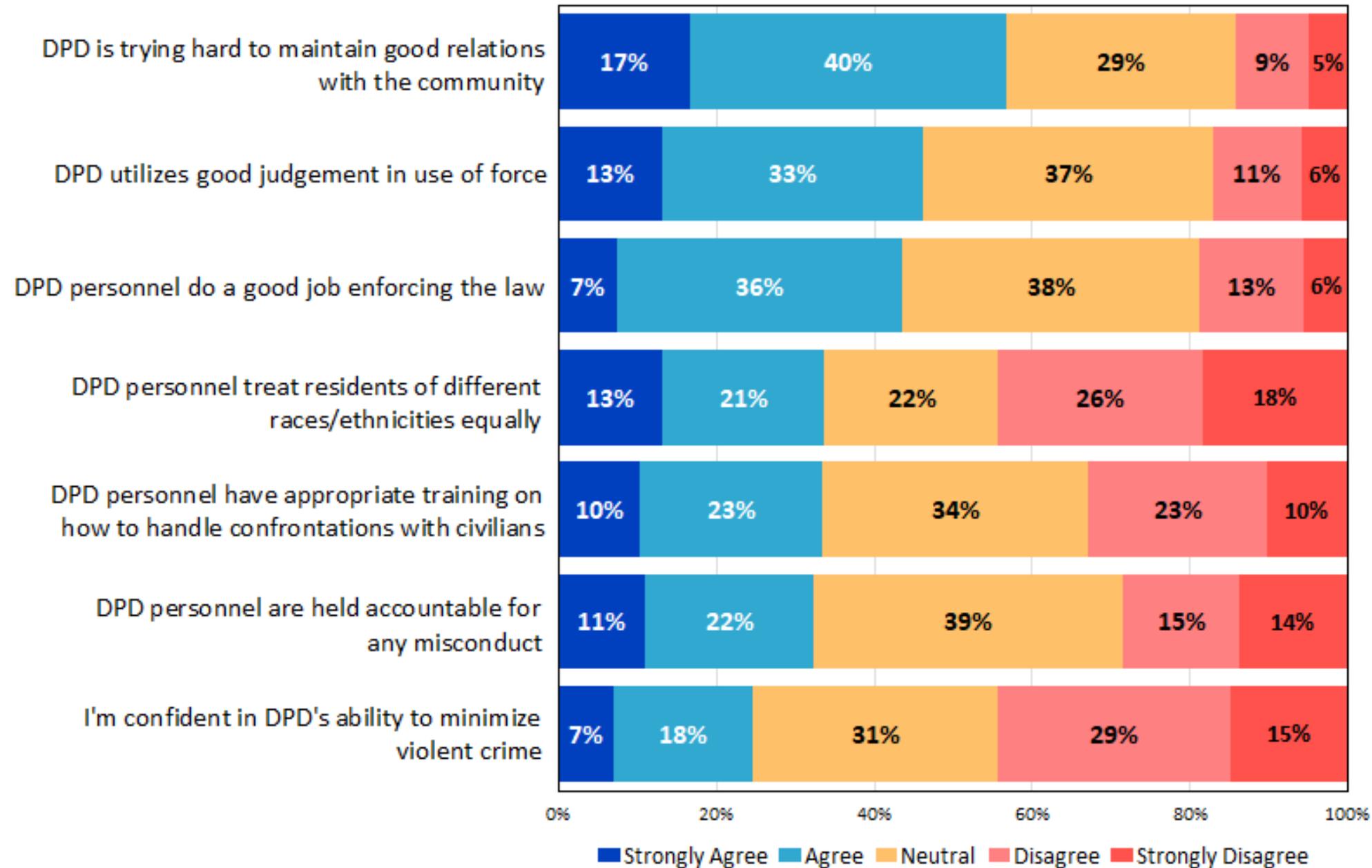
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# Other Findings

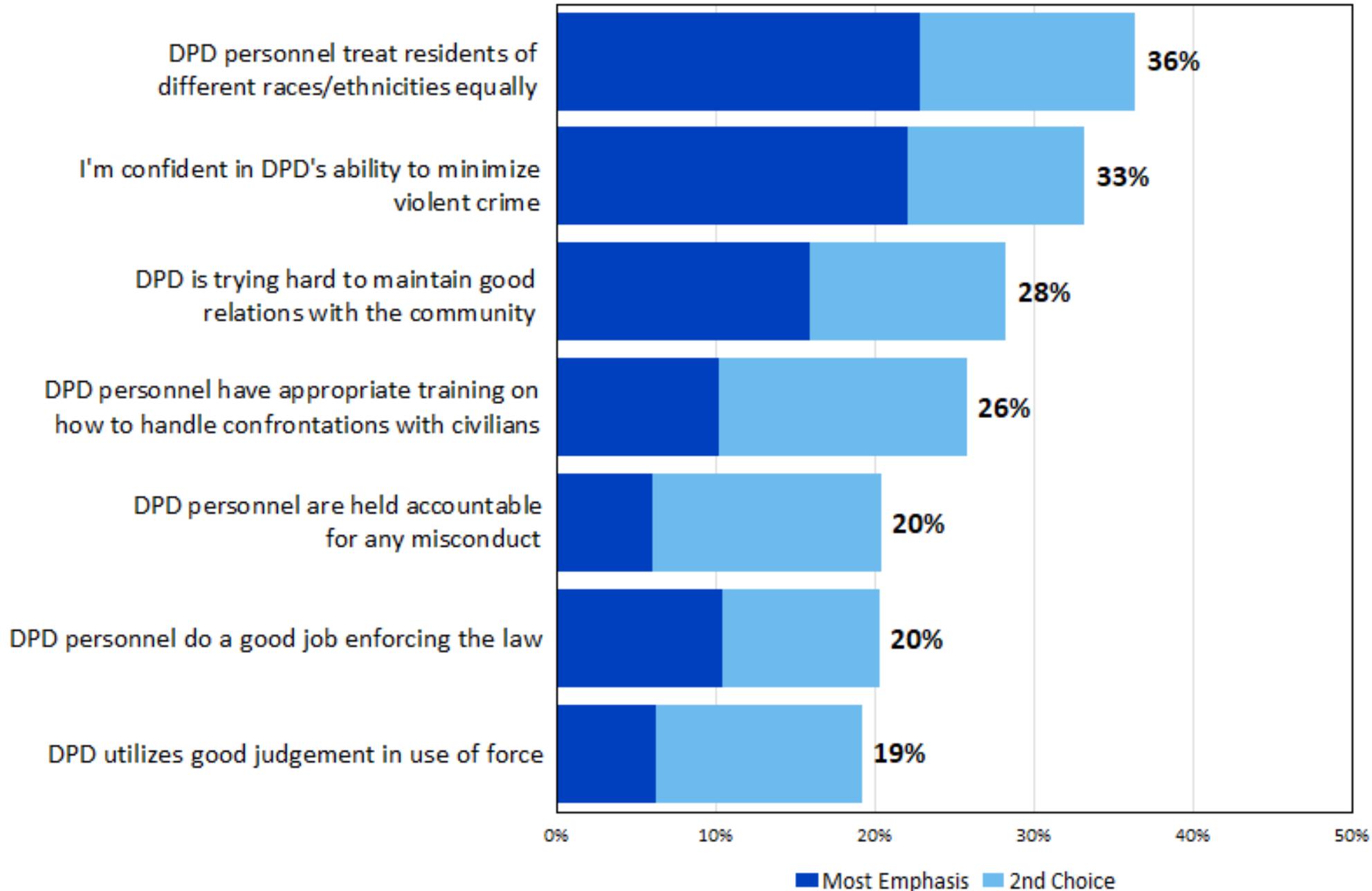
### Q3. Level of Agreement with Statements Regarding the Durham Police Department

by percentage of respondents who rated item on a 5-point scale, where 5 means "strongly agree" and 1 means "strongly disagree" (without "don't know")



## Q4. Statements Regarding the Durham Police Department That Should Receive the Most Emphasis Over the Next Two Years

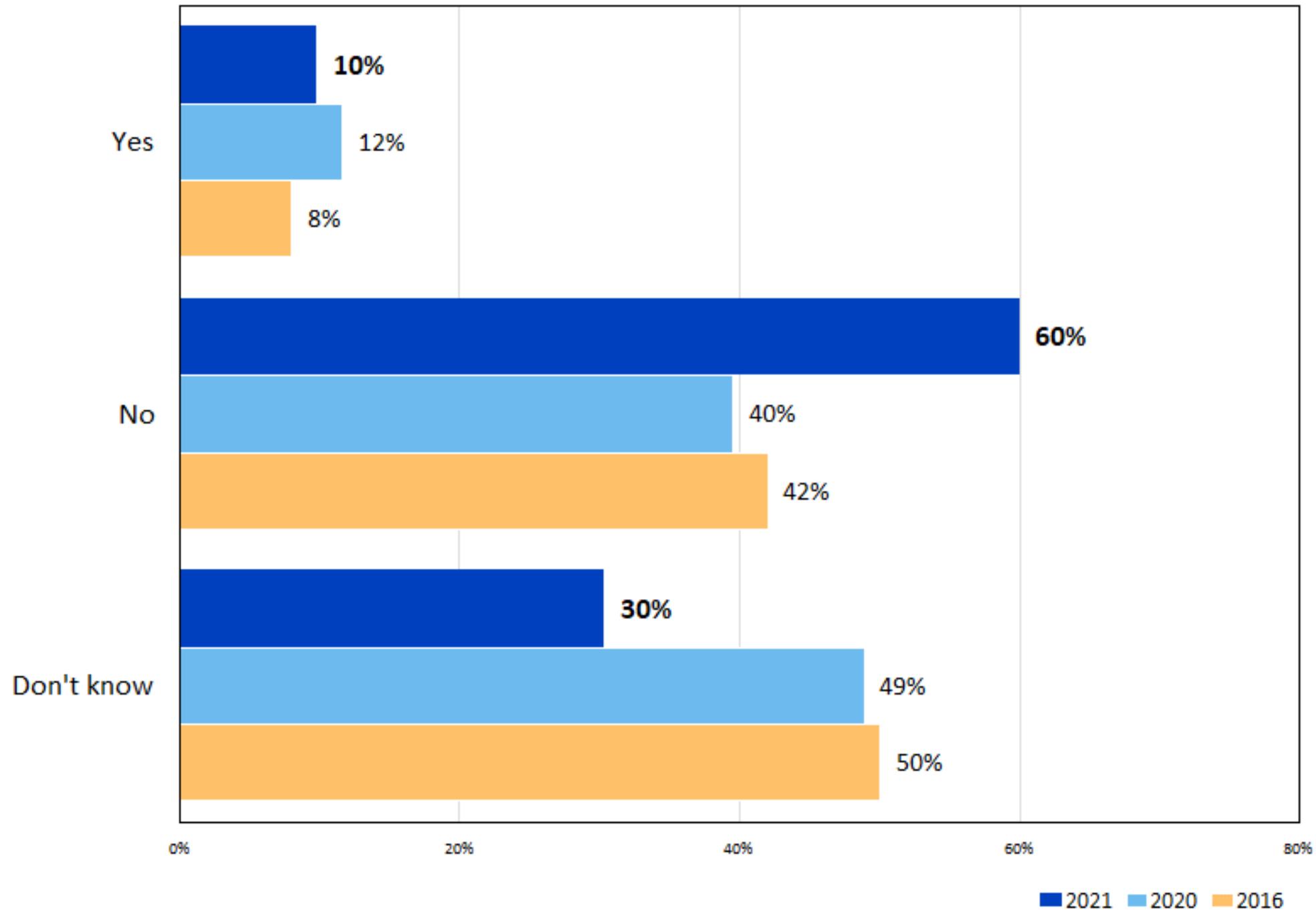
by percentage of respondents who selected the items as one of their top two choices



Top Priorities Are Treating Residents of Different Races/Ethnicities Equally and Minimizing Violent Crime

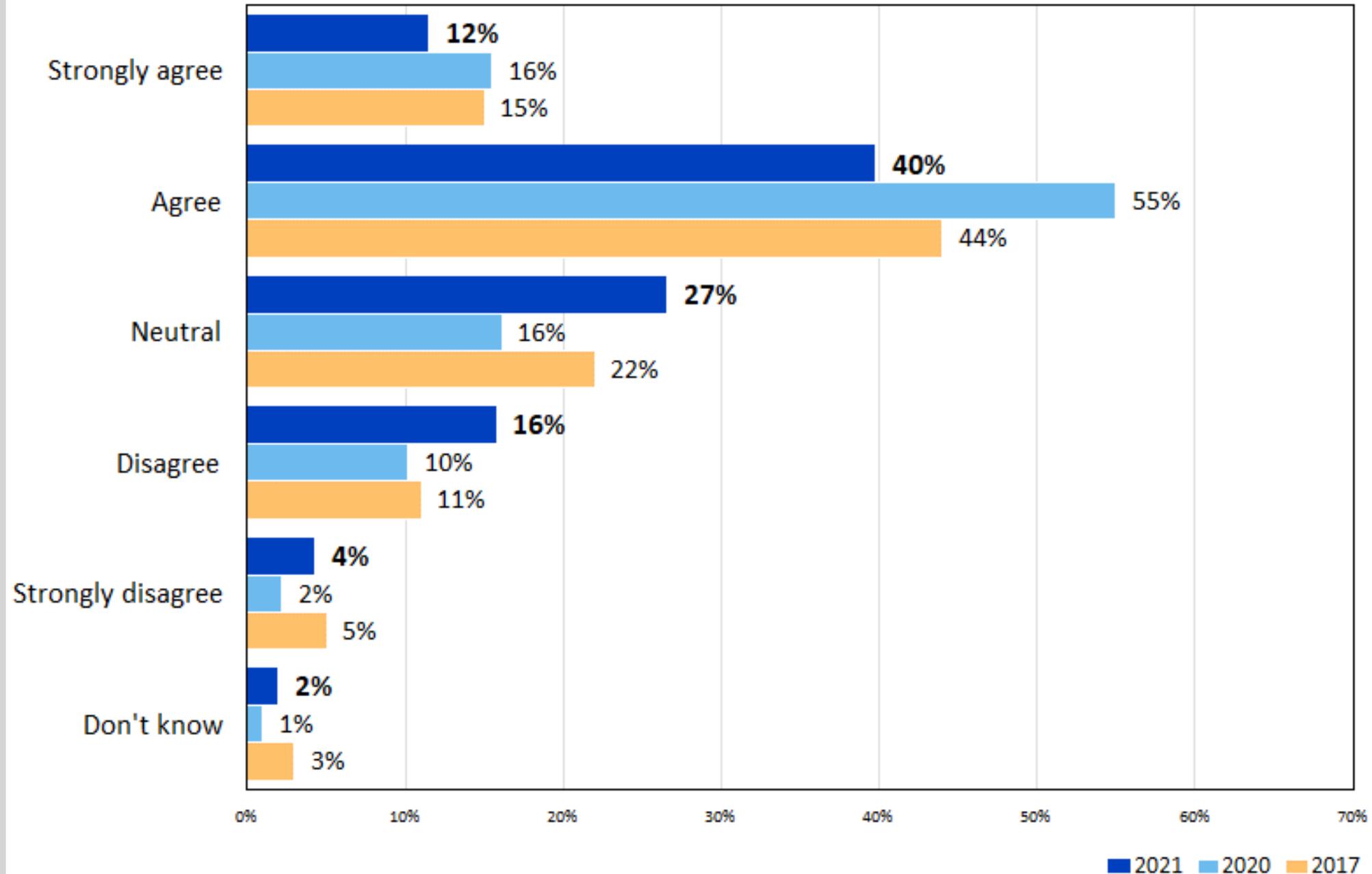
## Q18. Trends: Do you think that Durham has enough police officers?

by percentage of respondents



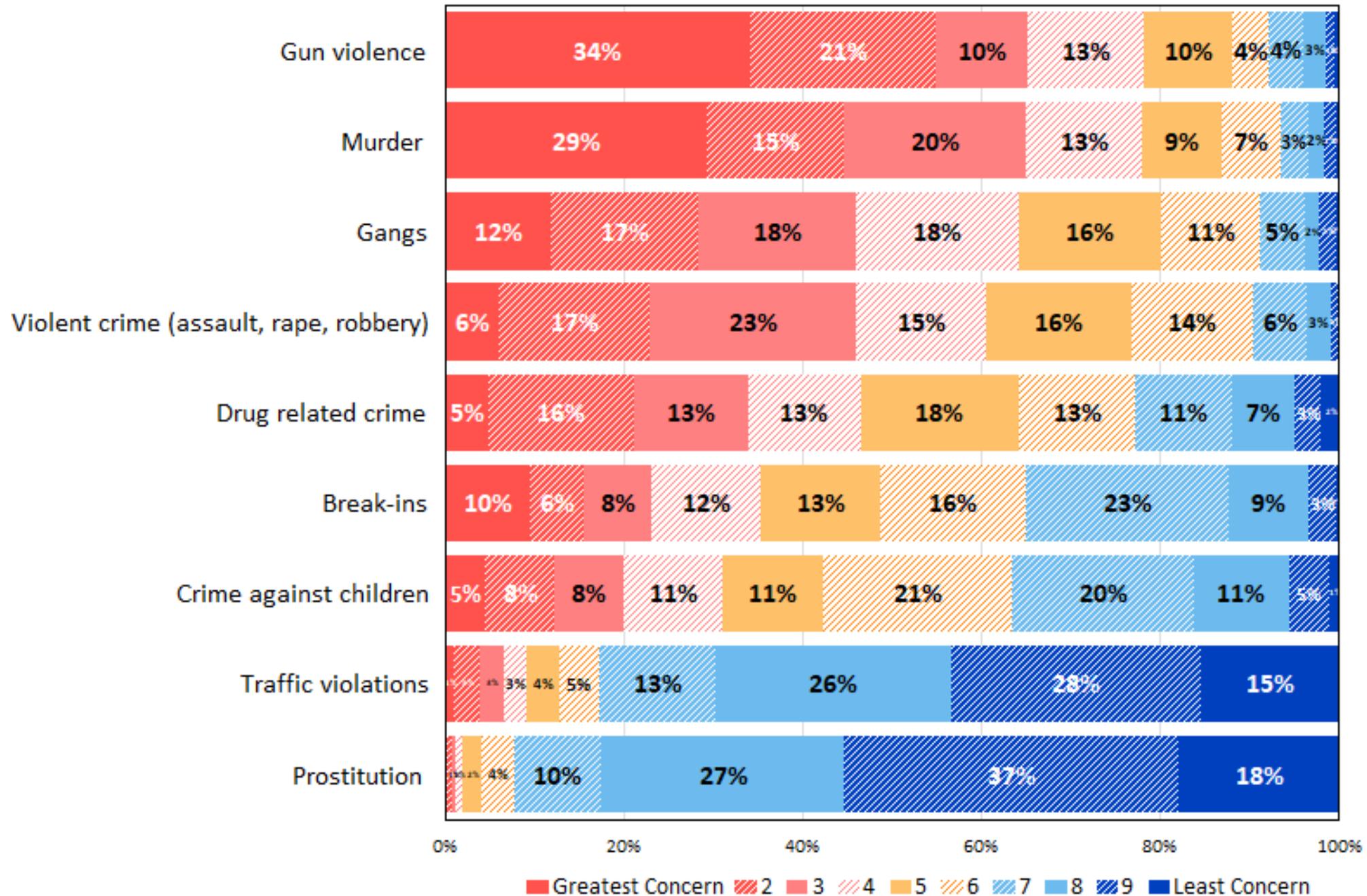
## Q26. Trends: Please rate your level of agreement with the following statement: "I feel personally safe in Durham."

by percentage of respondents



## Q23. Areas of Greatest and Least Concern for the City of Durham

by percentage of respondents who rated item on a 10-point scale, where 1 means "greatest concern" and 10 means "least concern" (without "don't know")



# Summary

- **Most Respondents Respect, Trust, and Have Confidence in DPD Police Officers**
- **Top Priorities for Police Services**
  - **Efforts to Prevent Crime**
  - **Visibility of Police in Neighborhoods**
  - **How Quickly Police Respond to Emergencies**
- **Top Community Priorities**
  - **DPD Treating Residents of Different Races/Ethnicities Equally**
  - **Minimizing Violent Crime**

**Questions?**

**Thank You!!**